

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: **David A. Selby**

Group Art Unit:

Application No.: **N/A**

Examiner:

Filing Date: **Herewith**

For: **SYSTEM, METHOD, AND
COMPUTER PROGRAM PRODUCT
FOR INCREASING THE
EFFECTIVENESS OF CUSTOMER
CONTACT STRATEGIES**

Express Mail Label No.:
EV399608248US

**Commissioner for Patents
MAIL STOP PATENT APPLICATION
P.O. Box 1450
Alexandria, VA 22313-1450**

**APPLICATION DATA SHEET
37 C.F.R. § 1.76**

Application Information

Application Type:: Regular

Subject Matter:: Utility

CD-ROM or CD-R?:: None

Title:: System, Method, and Computer Program Product
for Increasing the Effectiveness of Customer
Contact Strategies

Attorney Docket Number:: RSW920030089US1

Request for Early Publication?:: No

Request for Non-Publication?:: No
Suggested Drawing Figure:: 8
Total Drawing Sheets:: 6
Small Entity:: No
Petition included?:: No
Secrecy Order in Parent Appl.?:: No

Applicant Information

Applicant Authority Type:: Inventor
Primary Citizenship Country:: Great Britain
Given name:: David A.
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State or Province of Residence:: Hampshire
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Country of Residence:: England

Correspondence Information

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Assignee Information

Assignee name::	International Business Machines Corporation
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State or Province::	New York
Country::	United States
Postal or Zip Code::	10504

March 22, 2004
Date

Signature of Representative



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